

AMERICAN EMBASSY BELGRADE

Department of State

Management/Customer Service Center

Announcing an open position for

Title: Customer Service Representative/ICASS Analyst

OPEN TO: All interested candidates

POSITION: Customer Service Representative/ICASS Analyst, FSN-06/FP-08*

OPENING DATE: September 22, 2014

CLOSING DATE: October 6, 2014

WORK HOURS: Full-time (40 hours per week)

SALARY: *Not-Ordinarily Resident: See the Human Resources Office for more details.
(FP-08 to be confirmed by Washington).
Ordinarily Resident: (FSN-06).

LENGTH OF HIRE: Permanent position

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

Under current law, non-Serbian and American citizens, who are not/not U. S. Citizen Eligible Family Members, Eligible Family Members or Members of Household (MOHs) officially recognized by the Ministry of Foreign Affairs, must possess a valid Serbian residence and/or work permit in compliance with host government laws and regulations prior to application. **Copies of the permit/s must be sent with the application. Otherwise, the application will be considered incomplete and shall not be taken into consideration. The Embassy cannot sponsor applicants for either permit. Laws regarding residency are subject to change.**

All applicants are instructed to address all of the required qualifications including knowledge, skills and abilities as detailed below with specific examples and comprehensive supporting information. Only applications that address the required qualifications are to be considered. **Applicants whose experience includes other duties and responsibilities than those required for this position, shall provide a detailed breakdown of duties to define how many hours per day they have spent working in each function in accordance to the position description. Applications that do not provide sufficient detail will not be considered.**

BASIC FUNCTION OF THE POSITION

The incumbent serves as one of three members of the Customer Service team, acting as the primary interface between the management section and internal Embassy customers in a combined Management Customer Service Center. The incumbent receives, evaluates, and processes work orders from customers, coordinating the fulfillment of requests with a variety of service providers. In addition to the customer service duties, the incumbent serves as the Mission's principle International Cooperative Administrative Support Services (ICASS) Business Analyst for quality management and process improvement. The incumbent is responsible for building strategies to streamline ICASS business processes within and across all sections of Management and helps Management in improving ICASS service delivery through increased efficiencies. S/he measures each ICASS service against the Uniform Service Standards and provides monthly reports to supervisors and to the Management Counselor indicating service delivery performance. The incumbent analyses results and trends including customer satisfaction, compliance with service standards, overtime expenditures, the budget, to identify problems in servicing delivery and develop solutions to meet customer needs more efficiently and effectively. S/he examines customer complaints and brings findings to Management for corrective action. The incumbent also establishes baselines and tracks progress on cost and energy saving initiatives. The incumbent also drafts announcements and newsletters to inform customers of the latest initiatives to improve services, save energy, and lower operating costs.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

Education: Successful completion of Secondary Education (High School) required.

Prior Work Experience: Two (2) years of work experience in management, business analysis or customer service is required.

Knowledge: Familiarity with principles of customer service. After on-the-job training the incumbent needs to obtain familiarity with Foreign Affairs Manual (FAM), Foreign Affairs Handbooks (FAH), Housing and safety Handbooks, Mission Management Notices, Management sub-sections' standard operating procedures and policies. In-depth knowledge of the workings of all Management sub-sections. A fairly detailed understanding of ICASS business process and roles of different ICASS service providers. Good knowledge of energy and cost saving practices.

Skills and abilities: Strong interpersonal skills and conflict management skills required. Strong analytical skills. Ability to diagnose and understand more complex problems related to service provision and assist Management in developing a continuous process improvement strategy. Ability to use MS Office suite of applications as well as State Department database and work order systems. Regular use of keyboard with accuracy and speed. Basic arithmetic skills. Must be able to perform rudimentary tasks and procedures using PCs, Radios, Phones, and other IT equipment. Use of more specialized software (MS Office, eServices, WebPASS), more advanced data analysis programs, and very advanced spreadsheet features.

Language proficiency: S-4/R-4/W-4 (fluent) speaking /reading /writing English is required. S-4/R-4/-W-4 (fluent) speaking/reading/writing Serbian is required.

SELECTION PROCESS

When equally qualified, Appointment Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

Note: Candidates will be tested for language, knowledge, skills, and abilities during the interview process.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. Successful candidate must be able to obtain an appropriate security clearance required for the position.

TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member ([DS-174](#)); **OR**
2. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **OR**
3. A current resume or curriculum vitae that provides the same information found on the UAE (*see section 3A below for more information*); **PLUS**
4. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

3A. If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position
- B. Title Position
- C. Grade Vacancy
- D. Announcement Number (if known)
- E. Dates Available for Work
First, Middle, & Last Names as well as any other names used
- F. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References

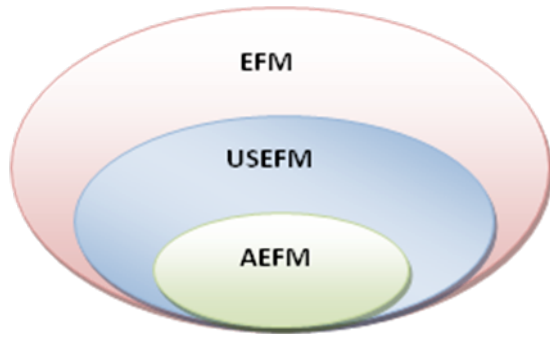
**Note: DO NOT enclose the original documents to your application, as they will not be returned.
Application language is English.**

SUBMIT APPLICATION TO THE HUMAN RESOURCES OFFICE
AMERICAN EMBASSY BELGRADE
BUL. KNEZA ALEKSANDRA KARADJORDJEVICA 92
11000 BELGRADE

NOTE: Candidates submitting applications by e-mail are required to consolidate their application, curriculum vitae, and enclosing scanned documentation into one Microsoft Word document only. E-mail applications with more than one attachment will be disregarded.

POINT OF CONTACT Telephone: 706 4000, ext. 4266
Fax: 706 4005
E-mail: belgradehro@state.gov

DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. Eligible Family Member (EFM): For employment purposes, an EFM is a spouse, domestic partner (DP) – as defined in 3 FAM 1610, or unmarried child at least 18 years of age of a US direct-hire FS, CS, or uniformed service member who is:

- A. Listed on the travel orders or approved OF-126 of a direct hire FS, CS, or uniformed service member assigned to the Mission under COM authority; and
- B. Residing at the sponsoring employee's post of assignment abroad.

2. U.S. Citizen Eligible Family Member (USEFM): For purposes of receiving a preference in hiring for a qualified position, a USEFM is an individual who meets the following criteria:

- U.S. Citizen; and
- The spouse or domestic partner (as defined in 3 FAM 1610) of the sponsoring employee, who is an unmarried child 18-20 years old; and
- Listed on the travel orders or approved form OF-126, of the sponsoring employee, (i.e., a direct-hire FS, CS, or uniformed service member who is permanently assigned to or stationed abroad at a US mission, or at an office of the American Institute in Taiwan; and is under COM authority) and either:
 1. Resides at the sponsoring employee's post of assignment abroad or uniformed service member's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location. (The individual will not be listed on the sponsoring officer's travel orders, but will have a form SF-1190 processed authorizing ISMA).

Other family members or dependents on direct hire FS, CS, or uniformed service member's travel orders who do not meet all of these criteria are not USEFMs or AEFMs for purposes of 3 FAM 8200.

3. Appointment Eligible Family Member (AEFM): To be eligible for a Family Member Appointment or a TEMP appointment, an AEFM is:

- Is a U.S. citizen; and
- The spouse or domestic partner (as defined in 3 FAM 1610) of the sponsoring employee, or a child of the sponsoring employee who is unmarried child 18-20 years old; and
- Listed on the travel orders or approved Form OF-126 of the sponsoring employee, i.e., a
- Direct-hire FS, CS, or uniformed service member who is permanently assigned to or stationed abroad at a US mission, or at an office of the American Institute in Taiwan (AIT), and who is under COM authority; and
- Residing at the sponsoring employee's post of assignment abroad or, as appropriate at an, office of the American Institute in Taiwan; and
- Does not receive a USG retirement annuity or pension from a career in the Foreign Service or Civil Service.

US citizen military annuitant EFMs are FMA eligible.

Other family members or dependents on direct-hire FS, CS or uniformed service member's travel orders or approved Form OF-126 who do not meet all of the criteria are not AEFMs or US citizen EFMs for purposes of 3 FAM 7120

Generally, AEFMs in DOS positions must be employed on a FMA or TEMP appointment in accordance with the regulations in 3 FAM 8200.

Under a special exemption, USAID also has the option to use the DOS FMA to employ family members.

4. Non-US citizen EFM

The DOS employs non-USEFMs under a PSA agreement. To receive compensation under the FP/FS base pay plan, a non-USEFM must have a US SSN before employment. Otherwise, compensation for the PSA must be under the Local Compensation Plan (LCP).

5. Member of Household (MOH): A MOH is an individual:

- Who resides at post with a direct-hire American FS, CS or uniformed service member permanently assigned to or stationed at a FS post or establishment abroad and under COM authority; and
- Who is not on the sponsoring employee's travel orders; and
- Has been officially declared by the sponsoring employee to the COM to be part of his/her household.

The DOS employs MOHs as ORs under PSAs regardless of their citizenship. MOHs must be legally eligible to work in the host country, which often means having a work permit, residency permit, or both work and residency permits. MOHs do not receive the USEFM hiring preference. Most MOHs are compensated under the LCP.

6. Domestic Partner (DP)

A domestic partner is an individual who meets all of the criteria listed in, and who has been declared to be, a domestic partner of an employee in accordance with 3 FAM 1610 and the definition of an AEFM is eligible to receive the hiring preference.

7. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and
- Does not ordinarily reside (OR, see below) in the host country; and
- Is not subject to host country employment and tax laws; and
- Has a U.S. Social Security Number (SSN).

US citizen EFMs (USEFMs) are always NORs. Typically, these applicants are on the travel orders of Foreign Service (FS), Civil Service (CS), or uniformed service members officially assigned to the Mission.

NORs are generally eligible for employment on the Foreign Pay/Foreign Service (FP/FS) pay plan if they have a US SSN. This category may also include MOHs who do not need a work permit and do not fall under host country law, but who may legally work in country.

8. Ordinarily Resident (OR) – For the purpose of Mission employment, an Ordinarily Resident (OR) is a Foreign National or a U.S. citizen who:

- Is locally resident in the host country; and
- Has legal, permanent resident status within the host country; and
- Is subject to host country employment and tax laws.

For purpose of locally recruited positions at the US Mission, ORs are hired under a Personal Services Agreement (PSA) and are paid under the Local Compensation Plan (LCP).

Most Members of Household (MOH) are ORs unless exempt from local labor law. EFMs without a US Social Security Number (SSN) are also employed and paid as ORs. Regardless of the compensation plan, US citizens are required to pay US taxes, FICA, and Medicare. Further details can be found in 3 FAM 7120.

**CLOSING DATE FOR THIS POSITION: October 6, 2014
ONLY SHORT-LISTED CANDIDATES WILL BE CONTACTED.**

***Please note: Short listing and interviews are normally completed within six weeks of the closing date.
Please assume that your application has been unsuccessful if you have not heard from us within six weeks of the closing date.***

The US Mission in Serbia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.